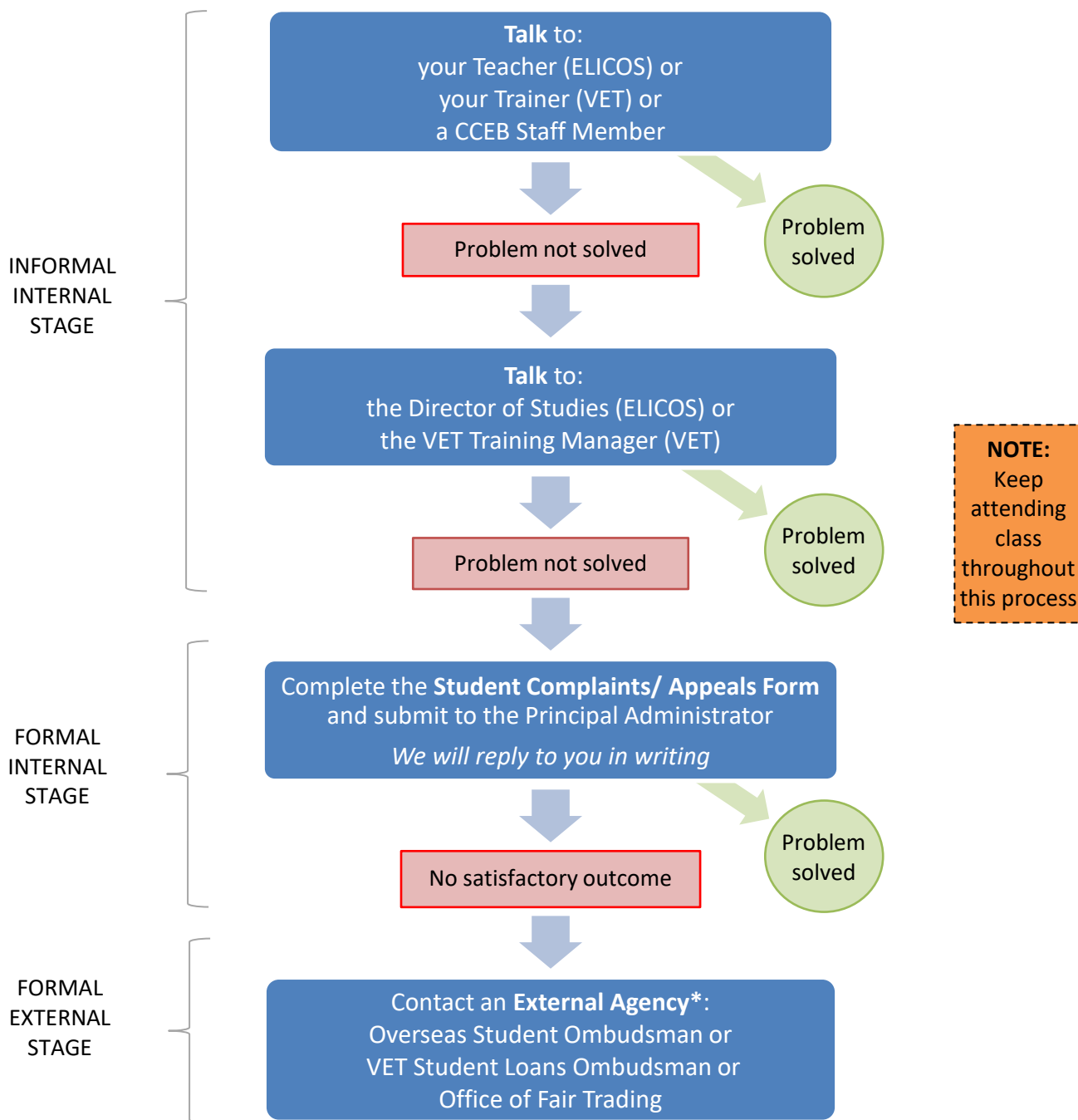


Complaints and Appeals Process

This is to be used in conjunction with CCEB's Student Complaints and Appeals Policy and Procedure.

You are entitled to have a support person with you during all stages of the complaints and appeals process.



***External Agencies:**

- International Students: Contact the **Overseas Student Ombudsman**
Website: www.ombudsman.gov.au Phone: 1300 363 072 or +61 2 6276 0111
- VET Student Loans Students: Contact the **VET Student Loans Ombudsman**
Website: www.vet.ombudsman.gov.au Phone: 1300 362 072
- Other Domestic Student: Contact the **Office of Fair Trading**
Website: www.qld.gov.au/law/fair-trading Phone: 13 74 68